

Proposed Examiner Amendments for U.S. application 09/398,222

Claims 1-13 canceled

14. (Previously Presented) A method of propagating exclusion records between a plurality of distributed call centers, each said call center including a computer telephony integration (CTI) system having a dynamic data record exclusion system, said dynamic data record exclusion system having at least one exclusion table, said plurality of call centers linked over a computer network, said method comprising the steps of:

maintaining at least one exclusion table in said first call center's dynamic data record exclusion system, said at least one exclusion table for holding at least one exclusion record;

sending said at least one exclusion table including said at least one exclusion record and a list of distributed call center CTI systems to which said at least one exclusion table should be exported to an exclusion record exporter;

saving said at least one exclusion table including at least one exclusion record to be exported in a transfer file;

transferring said transfer file to a defined directory at said at least one distributed call center CTI system;

searching, using an exclusion record importer, said defined directory to identify if at least one new file has been transferred to said defined directory; and

copying said at least one exclusion table including at least one exclusion record stored in an identified new transfer file to an

appropriate exclusion table maintained in said distributed call center CTI system's dynamic data record exclusion system.

15. (New) A system for propagating exclusion records between a plurality of distributed call centers, each said call center including a computer telephony integration (CTI) system having a dynamic data record exclusion system, said dynamic data record exclusion system having at least one exclusion table, said plurality of call centers linked over a computer network, said system comprising:

said call center's dynamic data record exclusion system for maintaining at least one exclusion table holding at least one exclusion record;

an exclusion record exporter for saving said at least one exclusion table including at least one exclusion record to be exported in a transfer file and for sending said at least one exclusion table including said at least one exclusion record and a list of distributed call center CTI systems to which said at least one exclusion table should be exported;

an exclusion record importer for receiving said transfer file, saving said transfer file to a defined directory at said at least one distributed call center CTI system, and searching said defined directory to identify if at least one new file that has been transferred to said defined directory; and copying said at least one exclusion table including at least one exclusion record stored in an identified new transfer file to an appropriate exclusion table maintained in said distributed call center CTI system's dynamic data record exclusion system.

16. (New) The system of claim 15, wherein said exclusion record exporter includes a transfer file for receiving and storing at least one exclusion table including at least one exclusion record from said dynamic data record exclusion system.

17. (New) The system of claim 16, wherein said exclusion record exporter further includes a file transfer engine for transferring said transfer file to at least one distributed call center CTI system.

18. (New) The system of claim 17, wherein said file transfer engine comprises a file transfer script.

19. (New) The system of claim 18, wherein said computer network comprises a global computer network (Internet) and said file transfer script comprises a file transfer protocol (FTP) script.

20. (New) The system of claim 17, wherein said exclusion record importer includes a defined directory for receiving at least one transfer file transferred to said exclusion record importer from at least one exclusion record exporter of another dynamic data record exclusion system.

21. (New) The system of claim 20, wherein said exclusion record importer further comprises an import engine for searching said defined directory to identify if said defined directory includes at least one new transfer file.

22. (New) The system of claim 18, wherein said file transfer engine further comprises an export temporary table, a control table, a call center list table, a main script, and an export script.

23. (New) The system of claim 21, wherein said import engine comprises a search script, an import script, and an import temporary table.

24. (New) The system of claim 22, wherein said call center list table comprises an address field for holding an address of a call center to which at least one exclusion record should be sent and a date/time field for holding a date and time that a last exclusion table was sent.

25. (New) The system of claim 22, wherein said control table comprises: a name field for holding a name of an exclusion table that should be exported to said plurality of distributed call centers; a record number field for holding a record number for a last exclusion record that was exported to said plurality of distributed call centers; and a date/time field for holding a date and time for that said last exclusion record that was exported to said plurality of networked CTI systems.

26. (New) The system of claim 22, wherein said export temporary table comprises: a record number field for holding at least one record number for an exclusion record to be exported received from said exclusion table; a date/time field for holding a date and time that said at least one exclusion record was added to said exclusion table; and an exclusion data field for holding exclusion data for each exclusion record received from said exclusion table.

27. (New) The system of claim 23, wherein said import temporary table comprises: a record number field for holding at least one record number for an exclusion record to be imported from at least one of said plurality of networked call centers; a date/time field for holding a date and time that said at least one exclusion record was added to said exclusion table; and an exclusion data field for holding exclusion data for each imported exclusion record.